

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

GLENN BLAIR PENDLETON)	
)	
COMPLAINANT)	
)	CASE NO.
VS.)	94-045
)	
)	
SOUTH CENTRAL BELL TELEPHONE)	
COMPANY)	
)	
DEFENDANT)	

O R D E R

On February 4, 1994, Glenn Blair Pendleton filed a formal complaint with the Public Service Commission against South Central Bell Telephone Company ("South Central Bell"). South Central Bell was ordered to satisfy the matters complained of or to file a written answer to the complaint. South Central Bell filed its written response on April 4, 1994.

The complaint stated that Mr. Pendleton placed an order for telephone service at his lodge located on Greenshores Road in McDaniels, Kentucky in October 1993 and was given a service date of April 21, 1994. Mr. Pendleton argued that this date was an absurdly long delay and that South Central Bell presented conflicting and illogical excuses for not providing the service at an earlier date. In his complaint, Mr. Pendleton identified several facilities in the area that he felt belonged to South Central Bell or would aid them in providing his service in a more timely manner. Mr. Pendleton requested: (1) that South Central

Bell be required to provide his service immediately, (2) that the Commission establish guidelines to provide benchmarks for determining South Central Bell's performance, and (3) that the Commission reduce the installation charge for business telephone service from \$63.00 to \$34.50, the same as the installation charge for residential service.

South Central Bell denies any discriminatory or arbitrary action in providing service to Mr. Pendleton. South Central Bell also states that it had planned to place additional facilities in this area because of potential future growth at an estimated cost of \$60,000; however, these plans had not been completed at the time of Mr. Pendleton's request for service. South Central Bell contends it had legitimate concerns in planning facilities to be built. South Central Bell installed a buried wire in March 1994 to provide temporary service to Mr. Pendleton to meet the committed service date of April 21, 1994. Mr. Pendleton's service was installed on March 8, 1994. South Central Bell denies that service could have been provided any sooner because facilities that Mr. Pendleton identified were not owned by South Central Bell.

South Central Bell has provided Mr. Pendleton with service as of March 8, 1994. Therefore, the request of Mr. Pendleton to provide him service immediately has been satisfied by South Central Bell.

The second request, for the Commission to establish service guidelines for the provision of new services, is satisfied because such guidelines already exist. Pursuant to 807 KAR 5:061, Section

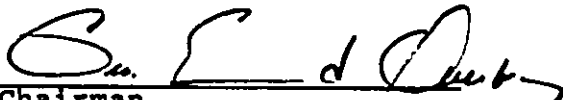
10(1), it shall be the service objective of all utilities to fill 90 percent of applications for regular service within five working days of receipt unless the applicant specifically requests a later date.

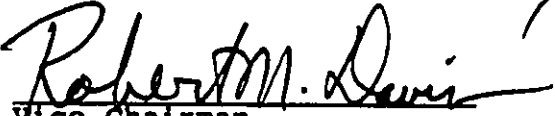
The third request, for the Commission to reduce the charge for installation for a business telephone service to equal the charge for installation for a residential service, is denied. The charges for installation of service and the other rates for South Central Bell have been approved by the Commission. There is insufficient basis to support changing the rates at this time.

IT IS THEREFORE ORDERED that the complaint of Glenn Blair Pendleton is dismissed.

Done at Frankfort, Kentucky, this 28th day of April, 1994.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner

ATTEST:


Executive Director